

Ford Motor Company

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2005 DEC -2 P 2: 35

OFFICE OF
DEFECTS INVESTIGATION

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

November 30, 2005

Mr. George Person, Chief
Recall Management Division (NVS-215)
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

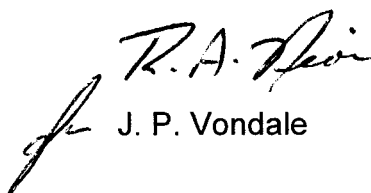
Dear Mr. Person:

Subject: Safety Recall 05V-518
(Ford Number 05S38)

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations -- Defect and Noncompliance Reports, Ford Motor Company is submitting a representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2005 model year Ford Crown Victoria, Mercury Grand Marquis, and Lincoln Town Car vehicles. Specific details were submitted to you in a letter dated November 7, 2005. Owner notification letters were mailed on November 18, 2005.

Sincerely,


J. P. Vondale

Attachment(s)
05S38 Dealer-Owner Bulletin





Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

November 7, 2005

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 05S38
Certain 2005 Model Year Ford Crown Victoria, Mercury Grand Marquis, and Lincoln Town Car Vehicles
Battery Cable Inspection and Repositioning

AFFECTED VEHICLES

Certain 2005 Model Year Ford Crown Victoria and Mercury Grand Marquis vehicles built at the St. Thomas Assembly Plant from March 24, 2004 through February 11, 2005 and 2005 Model Year Lincoln Town Car vehicles built at the Wixom Assembly Plant from March 8, 2004 through February 11, 2005. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on November 9, 2005.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the fusible link of the battery cable may contact a bolt on the #2 cross member and cause chafing which may result in an electrical short to ground condition. If an electrical short to ground condition occurs, it may result in heat damage and could lead to a fire.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to inspect the fusible link take-out of the battery cable assembly and determine if the fusible link has contacted the #2 cross member bolt. If there is no evidence of copper wire exposed due to chafing, dealers are to reposition the battery cable and secure it with a tie strap. If the battery cable fusible link is chafed and copper wire is exposed, contact the Special Service Support Center at 1-800-325-5621 for further instructions. It is expected that very few vehicles will experience the level of chafing which would require replacement of the battery cable assembly. This service must be performed on all of the affected vehicles in your new inventory as well as vehicles that have been delivered to customers.

PLEASE NOTE:

Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.


ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Notification Letter

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621
Parts Support Center (Dealer only) Questions: 1-800-207-2444

Sincerely,



Frank M. Ligon

Safety Recall 05S38

Certain 2005 Model Year Ford Crown Victoria, Mercury Grand Marquis, and
Lincoln Town Car Vehicles
Battery Cable Inspection and Repositioning

OASIS ACTIVATED? Yes. OASIS will be activated by November 7, 2005

FSA VIN LIST ACTIVATED? Yes

Available through FMCDdealer.com or at <https://web.fsavinlists.dealerconnection.com> by November 9, 2005. Owner names and addresses will be available by November 23, 2005.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

Safety Recall 05S38
Certain 2005 Model Year Ford Crown Victoria, Mercury Grand Marquis, and
Lincoln Town Car Vehicles
Battery Cable Inspection and Repositioning

ADDITIONAL LABOR TIME

If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- ***This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.***
- Refund Claiming Information (Submit on separate repair line.)
 - Program Code: 05S38
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.

RENTAL VEHICLES

A rental vehicle is only authorized when there is damage to the fusible link and copper wires are exposed. Dealers must contact the Special Service Support Center for prior approval. It is anticipated that rental vehicles will only be required under very limited circumstances.

CLAIMS PREPARATION AND SUBMISSION

- Labor Operation "05S38C" requires prior approval from the Special Service Support Center.
- Enter claims using Direct Warranty Entry (DWE).
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.

Safety Recall 05S38

Certain 2005 Model Year Ford Crown Victoria, Mercury Grand Marquis, and
Lincoln Town Car Vehicles
Battery Cable Inspection and Repositioning

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect battery cable and secure to the ground stud with a tie-strap (copper wires not exposed)	05S38B	0.2 Hours
Inspect and replace battery cable (copper wires exposed)*	05S38C*	1.1 Hours

*Contact the Special Service Support Center at 1-800-325-5621 to request approval **prior** to the replacement of the battery cable (05S38C). Prior approval for this repair should be obtained prior to ordering the required cable assembly.

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts will not be direct shipped for this program.

Part Number	Description	Quantity
95874-S101 Unit of Issue = 10 or WA-14-SBA Unit of Issue = 50 or OSP equivalent up to \$0.40 per vehicle	Tie-Strap Assy.	1 per repair
14300 base - See parts catalog for specific applications	**Cable assy-starter motor relay & battery ground	As needed

If a battery cable is needed, contact the Special Service Support Center at 1-800-325-5621 to request approval **prior to the replacement of the battery cable (05S38C).

The DOR/COR for this program is 50360. This number identifies parts ordered for this recall through the Parts Support Center (1-800-207-2444).

Safety Recall 05S38

Certain 2005 Model Year Ford Crown Victoria, Mercury Grand Marquis, and
Lincoln Town Car Vehicles
Battery Cable Inspection and Repositioning

RECALL PARTS ASSISTANCE

The Recall Parts Support Center can be contacted via:

- Phone: 1-800-207-2444
- E-mail: Ford@Renkim.com
- FAX: 1 (888) 374-8040

When contacting the Parts Support Center with a question or concern, please provide:

- Dealer Name and P & A code
- Contact Name
- Phone number and E-mail address
- FSA #: 05S38
- VIN#:

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual for "Part Retention and Return Procedures."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2005 MODEL YEAR CROWN VICTORIA, GRAND MARQUIS AND TOWN CAR — BATTERY CABLE INSPECTION AND REPOSITION

OVERVIEW

This program involves inspecting the battery cable assembly fusible link at the right side of the engine for chafing due to contact with a crossmember bolt. If the battery cable is not chafed, or is chafed but no copper wires are showing, the cable will be repositioned and secured away from the bolt. If the cable is chafed to the extent that copper wires are showing, you will be directed to contact the Special Service Support Center at 1-800-325-5621 for further instructions.

INSPECTION

1. Disconnect the battery negative cable.
2. Using an inspection mirror, inspect the battery cable fusible link near the right side of the engine above the #2 crossmember right front attaching bolt. See Figure 1.

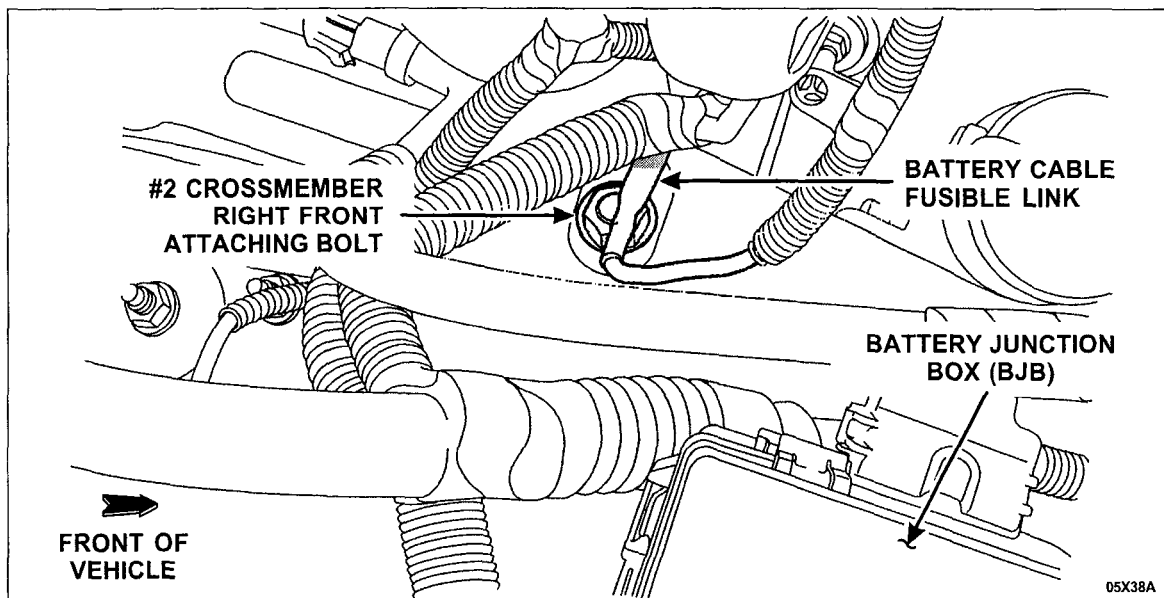


FIGURE 1

- If the battery cable fusible link is not chafed or is chafed but no copper wires are showing, proceed to Battery Cable Repositioning in this Attachment III.
- If the battery cable fusible link is chafed to the extent that copper wire is exposed, contact the Special Service Support Center at 1-800-325-5621 for further instructions.



BATTERY CABLE REPOSITIONING

CAUTION: Do not strap the fusible link to the battery cable. Be sure to only secure the battery cable as outlined.

1. Reposition the battery cable forward and make sure the fusible link is positioned away from the crossmember bolt and cannot come in contact with any other surrounding component. Using a plastic tie strap, secure the battery cable to the ground stud located on the front of the right cylinder head. See Figure 2.

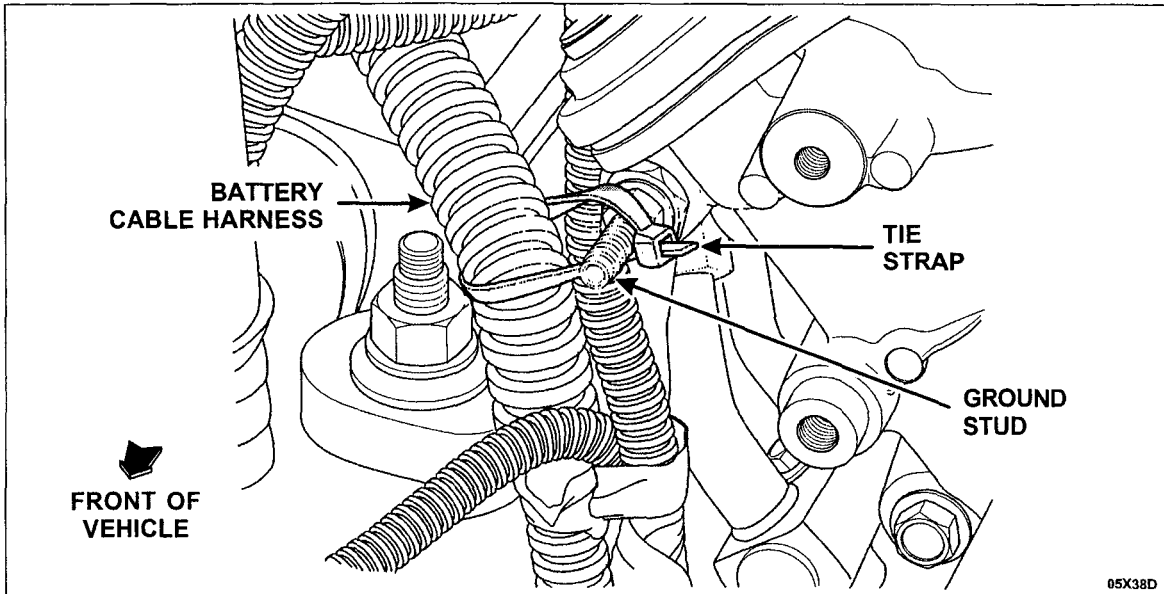


FIGURE 2

2. Reconnect the battery negative cable and release the vehicle.





Frank M. Ligon
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

November 2005

Safety Recall 05S38

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2005 Model Year Ford Crown Victoria, Mercury Grand Marquis, and Lincoln Town Car vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, the battery cable includes a fusible link that may contact and subsequently chafe on a #2 cross member bolt. This condition may result in heat damage and could lead to a fire.

What will Ford and your dealer do?

Ford Motor Company and your dealer will inspect the fusible link and position it away from the cross member bolt. If the fusible link has already chafed and copper wires have been exposed, the fusible link will be replaced free of charge (parts and labor). We urge you to return to your dealer for this service.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. If there has been wire chafing and the fusible link must be replaced, your dealer will need to order parts and your vehicle will require more time for repair.

What are we asking you to do?

Please call your dealer without delay and request a service date for Recall 05S38. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

Fleet Owners: To locate a dealer, call 1-800-34FLEET. Representatives are available 9:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

All Other Owners: If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair still must have the recall described in this letter performed.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner. As soon as we receive updated state registration data, we will revise our records.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

Fleet Owners: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 9:30AM to 5:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

All Other Owners: If you still have concerns, please contact the Ford or Lincoln Customer Relationship Center and one of our representatives will be happy to assist you.

Ford Owners: Call 1-800-392-3673. For the hearing impaired call 1-800-232-5952 (TDD).

Lincoln/Mercury Owners: Call 1-800-521-4140. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours are Monday through Friday 8AM – 5PM (Your Local Time)

If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations